



Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

MOBILE COMMUNICATION SERVICES POLICY


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Document Number	1
Document Name	Mobile Communications Services Policy
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Date Completed	29 May 2019
Date of Approval	29 May 2019
Date of Implementation	01 June 2019
Date Last Amended	29 September 2017

Date For Next Review	01 October 2021
Related Policies	National Treasury's Instruction Note No.2 of 2016/2017 Cost Containment Measures; Contract Circular RT15-2016 For the Supply and Delivery of Mobile Communication Services
	National Treasury's Instruction Note No.3 of 2017/2018 Cost Containment Measures; Contract Circular RT15-2016 For the Expenses related to telephone, cellular phones and data facilities
	Public Finance Management Act, No.1 of 1999 Practice Note Number FM-14 of 2006

This Mobile Communication Services Policy has been recommended by Ms G. Gumbi-Masilela in her capacity as Head of Department for Cooperative Governance and Traditional Affairs. The Policy is based and aligned to National Treasury Draft Policy Framework, RT15-2016, Supply and Delivery of Mobile Communication Services to the State.


I am satisfied and concur with the contents of this Policy.

The review and alignment of the current policy on mobile communication services will ensure the department is able to communicate effectively within the limited resources available to the department

<p>Recommended / Not Recommended</p>	
<p>Designation</p>	<p>Head of Department:</p> <p>MR. A.A. FANI</p>
<p>Date</p>	<p>30/03/2024</p>

Executive Authority

The Department of Cooperative Governance and Traditional Affairs has an unprecedented opportunity to improve the lives of people by effectively rendering many services that it is expected to provide. We envisage a department that has the required capacity to respond adequately to the challenges of its people. I, therefore, trust that the Mobile Communication Services Policy will contribute to the improvement of communication and service delivery by the departmental users of these mobile devices.

Designation	MEC: Honourable X. Nqatha of Cooperative Governance and Traditional Affairs
Sign	
Date	30/08/21

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DEFINITIONS

Word/Term	Definition
Accountable Manager	A person with overall executive responsibility for the operations of an institution, a division or unit within an institution
Accounting Officer	A person mentioned in section 36 of the PFMA.
Bearer or Usage Limit	the allocated monthly limit of either the Voice minutes, the SMS's or the Data within the Enterprise Bundle
Device Refresh	An issue of a new device either at twelve (12) months or twenty four (24) months
Enterprise Bundle	A Price Plan option with a shared pool of minutes/SMS/MB which all users can consume where high usage by one user is offset by low usage of another
Employee	All permanent, temporary and contracted users and other Government users where an employer-user relationship exists as defined in the Labour Relations Act and other applicable legislation, as amended
Hard Lock	When a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified and usage of the service will be terminated for that month.
Hardware fund	A Vodacom device investment to allow maximum flexibility in choosing the appropriate devices consolidated into a hardware fund to be used for the procurement of devices at the discretion of the department. Where it may be insufficient to cover the cost of the

	selected devices, a bespoke finance and amortisation pay in option can be calculated over 12 or 24 months to suit an Organ of State or a pay in option from the capex budget
Loyalty Program	A reward program offered to the Organs of State which has two (2) membership plans called Onyx and Platinum
Mobile Contract Administrator(s)	Any person or people who are responsible for managing the mobile communication services within the department
Mobile device	Any portable computing device having a display screen with a miniature keyboard or a touch screen which enables a virtual keyboard along with other icons and buttons to be pressed
Monetary value	The cost incurred by the department for any mobile usage made by any user from any mobile device
Onyx membership	Entitles a user to any one device refresh at any value every year that the user is in the programme free of charge and any other services.
Operating System	System software that manages computer (inclusive of cellular phones) hardware and software resources and provides common services for computer programs like Microsoft Windows, Apple and Android
Platinum membership	Entitles a user to any one device refresh at a maximum value of R15, 000.00 every year that the user is in the programme free of charge and any other services as on section 8.7.
Private usage	Mobile usage over and above the allocated for private usage that have no bearing on the business of the Organ of State
Service provider	Vodacom (Pty) Ltd as a provider of only the services contracted for under RT15.
Soft Lock	When a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified, but service consumption will still be allowed

Spend Manager	Is a medium reporting online tool to manage, control and have visibility of usage across the Department, Cost Centre or User level that gives complete visibility of spend
User	An employee as defined who has access to the mobile communication services
Usage amount	Is the allocated amount of minutes/SMS/MB allocated by the department to a user which is managed using Spend Manager

1 PREAMBLE

The high cost incurred by the department in the use of mobile communication services and associated mobile devices has necessitated the department to enter into a contract that is cost effective hence its migration to the Transversal Contract by the Department of National Treasury (National Treasury). In terms of the National Treasury's Instruction Note No.2 of 2016/2017 Cost Containment Measures and Section 38(1)(b) of the PFMA, the Accounting Officers of the departments are required to be responsible for the effective, efficient, economical and transparent use of their respective institutions resources. Sections 38(1)(c)(iii) and 51(1)(b)(iii) of the PFMA require Accounting Officers to take effective and appropriate steps to manage the available working capital of their respective institutions efficiently and economically. The Accounting Officer is therefore required to implement control measures to ensure that all expenditure in his/her department is necessary, appropriate, and cost-effective and is recorded and reported, as prescribed by the relevant legislative framework. In giving effect to the requirement above, the Accounting Officer is responsible for ensuring that all users are mindful of the current economic realities and the need to intensify efforts to improve efficiency in expenditure. In particular, the user must take effective and appropriate steps to prevent, within that user's

area of responsibility, any unauthorised, irregular, fruitless and wasteful expenditure. Furthermore, the Accounting Officer is required to implement the cost containment measures set out in paragraphs 4.25 to 4.28 related to telephone, cellular phones and data facilities as stated below: The Accounting Officer must implement policies and procedures to effectively manage and monitor expenses related to telephones, cellular phones and data facilities; including the reimbursement of costs for the private use thereof by users, hence the provision of this framework policy to all Organs of State. The allocation of cellular phones and data facilities and the reimbursement of communication related expenses must be managed in accordance with the requirements associated with a user's responsibilities rather than levels of occupational positions. The Department's initiative in enabling employees to perform their work efficiently by being given access to the mobile communication services is justified to curb excessive expenditure on the use of cellular phones.

2 PURPOSE OF THE POLICY

This policy is aimed at serving the following purpose: -

- 1.1 Allocation and use of mobile communication services including devices to all qualifying members / employees of the department;
- 1.2 Provides the procedures related to the effective, efficient and economical use of the mobile communication services as a tool of trade;
- 1.3 Outline and formalise the procedures to be followed in each of the activities relating to the allocation, usage, custody and possession of the mobile communication service inclusive of devices;
- 1.4 Standardise the mobile communication devices for the department;
- 1.5 Define principles and rules that are necessary to govern the usage, custody, procurement and possession of mobile communication services inclusive of devices.

3 SCOPE OF APPLICATION

3.1 This policy applies to all officials working in the department allocated with mobile communications facilities, whether SMS members, full-time, part-time or fixed-term employees, trainees, contract staff, temporary staff, seconded employees and traditional leaders.

3.2 This policy applies to all users of the department who have access to mobile communication services inclusive of mobile devices.

3.3 This policy applies to all mobile devices, whether owned by the department or owned by users that have access to corporate networks, data and systems, not including corporate IT managed laptops. This includes any device that could be a standard mobile handset; smartphone handset; mobile broadband device; mobile tablet and others.

4 USE OF THE CELLPHONES

4.1 The mobile communication services system for the department is meant solely for user business purposes. However, a limited private use of the mobile communication service is permitted.

4.2 The efficient, effective and economical utilisation of the mobile communication services will be monitored.

4.3 The usage amount to be allocated per user shall be determined by the type of work required and not the level of appointment.

4.4 Cellular phone users must use landlines when in their workstations in the department.

5 POLICY STATEMENT

It is the policy of the department to provide mobile communication devices to qualifying employees and traditional leaders as working tools.

6 BUDGET FOR MOBILE DEVICES

- 6.1 The total amount to be paid by the Department towards the mobile communication services and mobile devices should not exceed the budgeted line item expenditure for the department, taking into consideration the approved adjusted budget.
- 6.2 The Office Support Unit will be responsible for budgeting for the costs of all relevant mobile communication services to be incurred by the department.
- 6.3 Should equipment have to be purchased, the choice of the required equipment must be commensurate with the nature of the individual's duties, enhance service delivery and be cost effective.
- 6.4 Logistics and Asset Management will undertake a stock take of cellular phones at least once a year.

7 PRINCIPLES, VALUES AND PHILOSOPHIES

The mobile devices of the Department may not be used to violate human rights or commit any criminal act including sending any discriminatory (on the grounds of a person's sex, race, disability, age, sexual orientation, religion or belief), defamatory, or other unlawful material (for example, any material that is designed to be, or could be construed as, bullying or harassment by the recipient).

8 QUALIFYING CRITERIA

A user's responsibilities and actual working conditions will determine whether he/she may be allocated a mobile device and or access to the mobile communication services.

The qualifying categories are:

- Mobile Communication devices will be allocated to the Member of Executive council, Traditional leaders, SMS members, MMS members, Office Managers, PA's and Secretaries to Traditional Councils and CDW's.
- Employees who perform field work on a continuous basis.
- A user who needs to be contacted at all times, subject to approval by the Head of Department.

- Employees who conduct field work as special projects will be given a loan of a pool cell-phone.

9. APPLICATION AND ALLOCATION OF MOBILE COMMUNICATION SERVICES

- 9.1 All applications for the allocation of mobile communication services must be made on an application form (cell phone choice form attached below as Annexure 1) obtainable from Office Support and Auxiliary Services.
- 9.2 The Accountable Manager must support the application for users by signing the application form and attaching a motivation in that regard.
- 9.3 All mobile communication services application forms must be approved by the Accounting Officer of the department.
- 9.4 Users that have applied for gadgets that exceeds the approved limit of should make arrangements to pay in the difference through finance and provide proof of payment to Auxiliary Services so that the new gadget can be issued.

10. POOL DEVICES

- 10.1 The department will establish a buffer pool of mobile devices for loan or temporary allocation to users.
- 10.2 Any user who has a need for a temporary mobile device may apply for this service with the approval of the Accounting Officer.
- 10.3 The number of pool mobile devices will be kept to a minimum.

11. LOYALTY PROGRAM

In the event there are benefits for the loyalty of the Department to the service provider, the Accounting Officer will approve the allocation from the senior-most user in the Department downwards.

12. DEVICE ACCESSORIES

The department will not pay for the purchase and or installation of any additional accessories for the vehicle, unless such accessories are meant to accommodate a user with disability.

13. OWNERSHIP OF DEVICES

The mobile communication service line in the Enterprise Bundle and device remains the property of the department.

In the event of an employee leaves the department either on transfer, resignation, termination of contract or retirement, the mobile communication service cell phone line or number will be transferred to a user on request.

In the event there are costs to the transfer, the user shall be responsible for such costs.

14. USAGE LIMIT

The department will devise means to manage costs of the use of devices, including soft-locking, and such means will be approved by the Head of Department consistent with the terms of an applicable contract.

15. INTERNATIONAL ROAMING

- a. All users must obtain written approval from the Accountable Manager, prior to travelling to activate roaming for business outside of the borders of the Republic of South Africa.
- b. All users travelling outside the borders of South Africa are required to familiarise themselves using the traveller's guide available from the mobile contract administrator.

16. DEVICE REFRESH / UPGRADE

- a. The device will be upgraded after the expiry of 24 months' contract cycle.
- b. At the end of the 24 months' contract, the devices will be automatically transferred to the user.
- c. The user may be required to continue using the device beyond the normal 24 months' cycle in exceptional cases.

17. CARE AND SECURITY OF MOBILE SERVICES

- a. Responsibilities of the user members towards safeguarding of mobile devices from any risk of damage and theft.
- b. The mobile devices may be insured by the supplier.

18. DAMAGES, THEFT AND LOSSES OF DEVICES

- a. Users should ensure safety of the mobile devices at all times.
- b. Users issued with a mobile device by the department will be liable for all costs of replacing the device if such a device is lost, stolen or damaged due to negligence.
- c. In the event of a lost or stolen mobile device, it is incumbent on the user to report the incident to the SAPS immediately within twenty-four (24) hours of the incident then inform the mobile contracts administrator to blacklist the mobile device.
- d. An SAPS case number together with the sworn affidavit in which the circumstances under which the department mobile device has been lost /stolen must accompany a claim to the loss control officer of the department.
- e. The loss control officer will then provide written confirmation that all documents were received to the mobile contract administrator/legal services for consideration. If liability can be determined, the Accounting Officer must recover the value of the loss or damage from the user responsible, failing which the loss/damage may be written off if it is found that the loss/damage is irrecoverable.
- f. The department shall only provide the user with a loan mobile device when the mobile device has been lost, stolen or damaged on condition such a mobile device is available.

- g. Replacement cost to be obtained from the Service provider by the mobile contract administrator.
- h. Legal services, losses or damage through acts of crimes against users shall be investigated and if the user is judged not be a fault, no penalty will be imposed. Loan mobile devices will be provided where possible.
- i. Loss or damage of the department mobile devices for the second (2nd) time will result in the user forfeiting the mobile device facility and will result in investigation which may lead to disciplinary action.
- j. The device will be remotely wiped of all/corporate data and locked to prevent access by anyone other than IT. If the device is recovered, it can be submitted to IT for re-provisioning. The remote wipe will destroy all data on the device, whether it is related to official business or personal.
- k. IT should ensure that the user understands that personal data may be erased in the event of a security breach, must be agreed to before connecting the device to corporate resources where the model in the department it is bring your own device.
- l. Any mobile device that connects to the department's network will be subjected to IT security policy.

19. FINANCIAL MANAGEMENT

Auxiliary Services will:

- a. Do reconciliation of invoices received in respect of the department mobile communication services.
- b. Facilitate settlement of all monthly departments mobile communication services accounts within 30 days of receipt of invoice from the Service provider.
- c. Manage the Loss Control report.
- d. Facilitate the reimbursement of any amount due by or from a user for expenditure incurred by the department as a result of transgression of this policy.
- e. Reconcile the register of the department mobile devices on a monthly basis.
- f. Control movement and usage of loan and pool devices.
- g. Produce monthly expenditure reports and trends.
- h. Administer allocation of usage.

- i. Ensures that all department mobile devices are captured on the department asset management system.
- j. For new applications, ensure the application forms are completed in full, recommended by the Accountable Manager and approved by the Accounting Officer.
- k. Ensure daily management of all mobile communication services entered into with the recognised service provider.
- l. Users of mobile communication services.
- m. Ensure effective, efficient and economical utilization of the department mobile communication services for the purpose it is intended for, namely, official purpose.
- n. Ensure that all necessary precautionary measures are taken to keep the mobile devices safe and in working order.

20. NON-COMPLIANCE WITH MOBILE POLICY

Any non-compliance with this policy and misuse will result in disciplinary action.

21. GENERAL CONTROL MEASURES

At its discretion, the department may withdraw any cellular service from commission and cause the user to forfeit claims for expenses, when it can be proven that such cellular facility was misappropriated in any way whatsoever or when any fraudulent practice is established.

22. REVIEW, AMENDMENT AND GOVERNANCE

It must be noted that the procedures and policies outlined in this policy, and in any related policy, may be reviewed or changed at any time. You will be alerted to important changes and updates will be published on our intranet. This policy shall be reviewed by the Accounting Officer on recommendation by the Accountable Manager. No amendment(s) may be made to any section of this policy without consultation with all relevant and recognised stakeholders within the department and approval by the Accounting Officer.

23. VERSION CONTROL AND CHANGE HISTORY

Version Control	Date of Implementation	Approved By	amendment
Start from	YYMMDD (The date the policy takes effect)	Contact person – full name & title	
2012	01 April 2012	Hon. Mlibo Qoboshiyane	
2017	01 October 2017	Hon. F.D. Xasa	Introduction of transversal contract by National Treasury for the supply and delivery of mobile communication services to the state;

ANNEXURE 1**CELLPHONE CHOICE FORM**

CELLPHONE USER DETAILS	
Surname	
Full Names	

Cell Number	
PERSALNO.	
Salary Level	
Component	
DATE	

NB: The choice of the handset must be made from the current attached Vodacom Pricelist

The limit of the price of the handset is R3500.00 per official;

An official choosing a handset above R3500 will have to pay the top-up amount.

CELLPHONE DETAILS (The information is in the catalogue / price-list)	
Cell phone Model	
Category	
Product Code	
Price	R
Top-up Amount	

I hereby confirm that the details above are for my choice of a cellular phone handset.

Signature

Date

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Executive Authority
Initials: ASW

Head of Department
Initials: AI